

# Owner Registration



PLEASE COMPLETE YOUR OWNER REGISTRATION NOW AND MAIL TO PLANTRONICS. This is not a condition for warranty service, but will assist us in providing warranty service and technical support for the product.

[illegible]

Place of purchase/store name:

CA10

Fold Here

Fold Here

Fold Here

1) Product acquired for use in: (check one)

[illegible]

Fold Here

Fold Here

Fold Here

1) Product acquired for use in: (Check one)

- ☐ Home/home office  
☐ A call center  
☐ An office outside the home  
☐ Other \_\_\_\_\_

2) How many people are employed at the primary work location/business address of the user?

- ☐ 1-19      ☐ 100-249      ☐ 500-999  
☐ 20-99      ☐ 250-499      ☐ 1,000+

3) Approximately how many hours per day does the user spend on the telephone for:

**Work:**

- ☐ 0-1 hr      ☐ 4-5 hrs      ☐ 8+ hrs  
☐ 2-3 hrs      ☐ 6-7 hrs

**Personal:**

- ☐ 0-1 hr      ☐ 4-5 hrs      ☐ 8+ hrs  
☐ 2-3 hrs      ☐ 6-7 hrs

4) Will this product be used primarily for: (Check one)

- ☐ Business use      ☐ or both  
☐ Personal use

*Thank you for filling out your owner registration. Please tear off at perforation below.  
Fold to show Plantronics' address. Remove strip or moisten glue, seal and mail.*

5) Please indicate the age and gender of the primary user (for classification purposes only):

- Age:**  
☐ Under 18      ☐ 40-49  
☐ 18-39      ☐ 50 & over

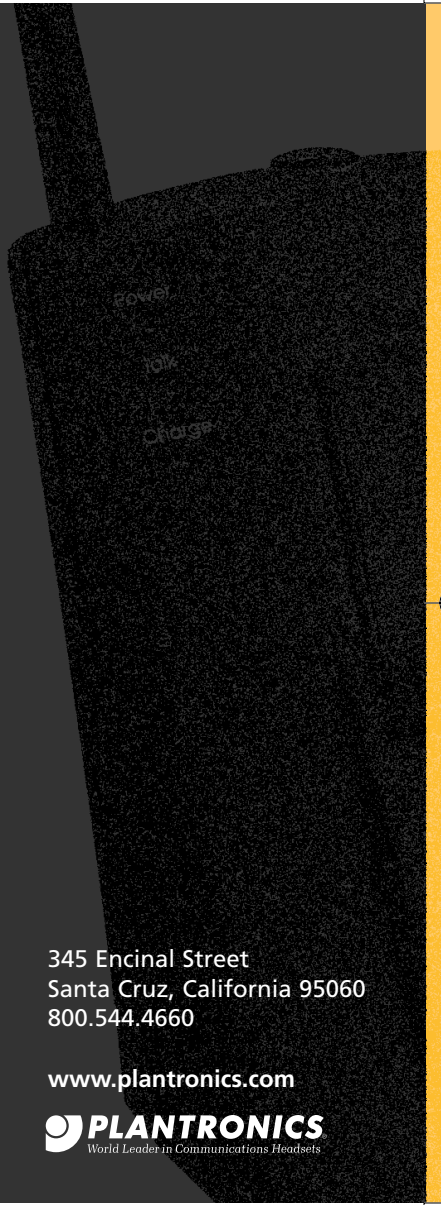
- Gender:**  
☐ Male      ☐ Female

6) Are you the primary user of this product?

- ☐ Yes      ☐ No

7) Plantronics or our affiliates may choose to contact you to request feedback or offer you product information on products or services we think may be of interest to you. Please specify if you prefer **not** to be contacted (check all that apply).

- ☐ By email      ☐ By mail      ☐ By telephone  
☐ Do not contact me  
☐ Do not allow your affiliates to contact me



345 Encinal Street  
Santa Cruz, California 95060  
800.544.4660

[www.plantronics.com](http://www.plantronics.com)

**PLANTRONICS**  
World Leader in Communications Headsets

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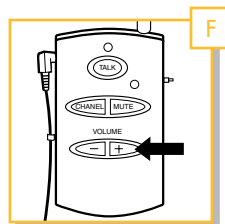
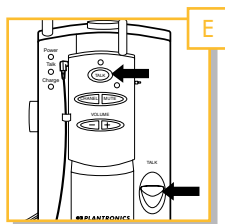
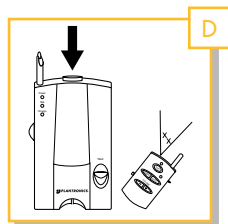
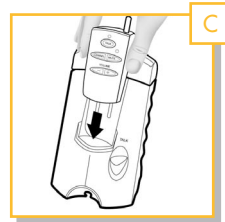
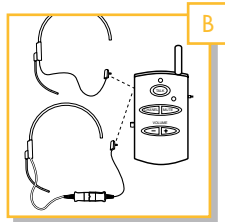
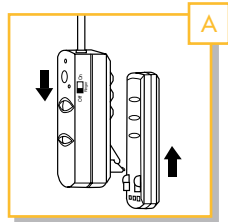
# Cordless Telephone Headset Amplifier

Model CA10

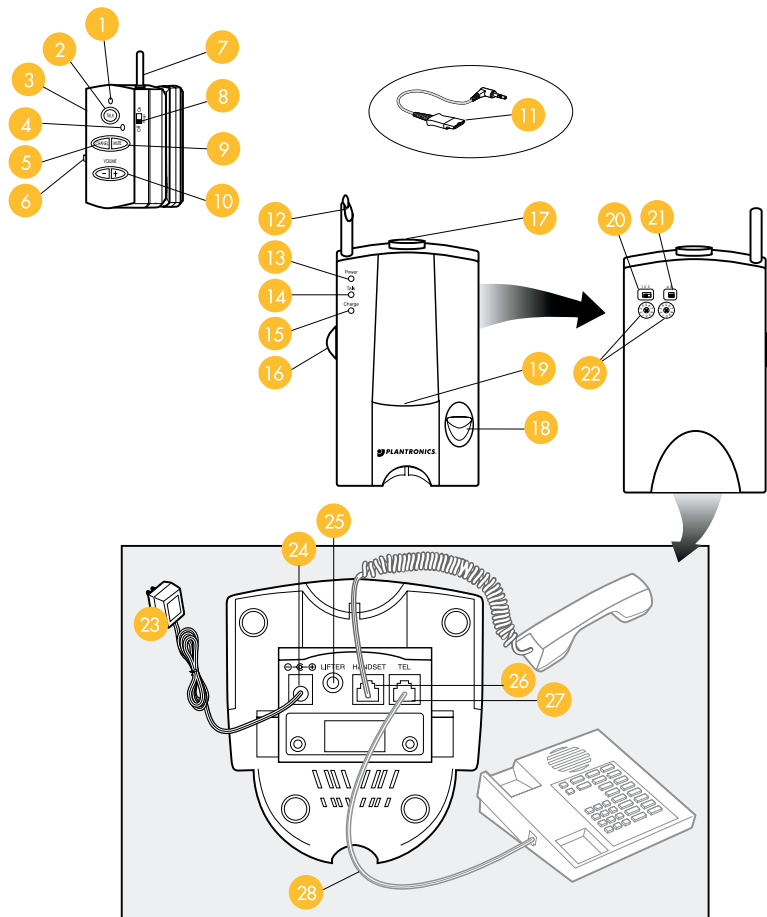
**User Guide**

PLANTRONICS

**PLANTRONICS**  
World Leader in Communications Headsets



## DIAGRAM



## DIAGRAM KEY

### Remote Unit

- 1 In-Use Indicator Light
- 2 Talk Button
- 3 Headset Jack
- 4 Mute Indicator Light
- 5 Channel Button
- 6 Headset Cable Retainer
- 7 Antenna
- 8 Ringer ON/OFF  
[for use with optional Lifter]
- 9 Mute Button
- 10 Listen Volume Control
- 11 Headset Adapter Cable  
(P/N 43446-02)  
[not included with CS10  
model]

### Base Unit (Front)

- 12 Headset Holder/Antenna
- 13 Power Indicator Light
- 14 In-Use Indicator Light  
[Talk]

- 15 Battery Charge Light
- 16 Talk Volume Control
- 17 Page Button
- 18 Talk Button
- 19 Remote Unit Charging Well

### Base Unit (Rear)

- 20 Transmit Level Switch
- 21 Configuration Switch
- 22 Manual Channel Settings

### Base Underside

- 23 AC Adapter  
(P/N 45669-01)
- 24 AC Adapter Jack
- 25 Handset Lifter Jack  
[Handset Lifter not included]
- 26 Handset Jack
- 27 Telephone Jack
- 28 Short Cord  
(P/N 40974-01)

## WARRANTY AND SERVICE

### *How to Obtain Warranty Repairs*

To obtain in or out of warranty service, please prepay shipment and return the unit to the appropriate facility listed below:

#### IN THE UNITED STATES

Plantronics Service Center  
345 Encinal Street  
Santa Cruz, CA 95060

Tel. (800) 544-4660

Fax (800) 279-0162

#### IN CANADA

Plantronics Service Center  
1455 Pitfield Boulevard  
Saint-Laurent, Quebec H4S 1G3

Tel. (800) 540-8363

(514) 956-8363

Fax (514) 956-1825

Please use the original container, or pack the unit(s) in a sturdy carton with sufficient packing material to prevent damage. Include the following information:

1. A proof-of-purchase indicating model number and date of purchase.
2. Bill-to address
3. Ship-to address
4. Number and description of units shipped
5. Name and telephone number of person to call, should contact be necessary
6. Reason for return and description of the problem

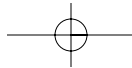
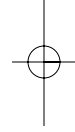
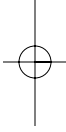
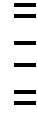
Damage occurring during shipment is deemed the responsibility of the carrier, and claims should be made directly with the carrier.

Try our Fax-on-Demand Information Services at:

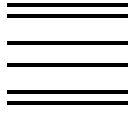
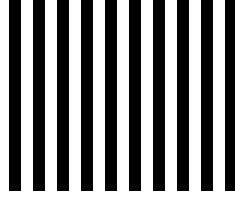
Tel. (800) 544-4660 (Prompt #4)

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NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 51 BREA CA

POSTAGE WILL BE PAID BY ADDRESSEE

PLANTRONICS  
PO BOX 9367  
BREA CA 92822-8881




# WELCOME

Thank you for selecting the CA10 Cordless Telephone Headset Amplifier from Plantronics. This User Guide will help you install your CA10 Amplifier and learn its basic operation. The headset is described in a separate guide which should be read prior to installing the Amplifier.

## IMPORTANT SAFETY INSTRUCTIONS


*When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:*

- 1. Read and understand all instructions.**
- 2. Follow all warnings and instructions marked on the product.** The symbol  identifies and alerts the user to the presence of important operating and service instructions.
- 3. Unplug this product from the wall outlet before cleaning.** Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- 4. Do not locate base unit near water,** for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
- 5. Do not place this product on an unstable cart, stand or table.** The product may fall, causing serious damage to the product.
- 6. This product should never be placed near or over a radiator or heat register.** This product should not be placed in a built-in installation unless proper ventilation is provided.
- 7. This product should be operated only from the type of power source indicated on the marking label.** If you are not sure of the type of power supply to your home, consult your dealer or local power company.
- 8. Do not allow anything to rest on the power cord.** Do not locate this product where the cord will be abused by persons walking on it.
- 9. Do not overload outlets and extension cords as this can result in the risk of fire or electric shock.**

## IMPORTANT SAFETY INSTRUCTIONS


- 10. Never push objects of any kind into this product through base unit slots** as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- 11. To reduce the risk of electric shock, do not disassemble this product**, but take it to qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.
- 12. Avoid using telephone equipment during an electrical storm.** There may be a remote risk of electric shock from lightning.
- 13. Do not use the telephone equipment to report a gas leak in the vicinity of the leak.**
- 14. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:**
  - a)** When the power supply cord or plug is damaged or frayed.
  - b)** If liquid has been spilled into the product.
  - c)** If the product has been exposed to rain or water.
  - d)** If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustments of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - e)** If the product has been dropped or the base unit has been damaged.
  - f)** If the product exhibits a distinct change in performance.

## IMPORTANT SAFETY INSTRUCTIONS

- 15. Never install telephone wiring during a lightning storm.**
- 16. Never install telephone jacks in wet locations** unless the jack is specifically designed for wet locations.
- 17. Never touch uninsulated telephone wires or terminals** unless the telephone line has been disconnected at the network interface.
-  **18. Use caution when installing or modifying telephone lines.**
- 19. This product should be intended to be supplied by a Listed Class 2 Direct Plug-In Power Unit rated 9VDC 800mA.**  
Plantronics Part No. 45669-01, rated at an input voltage of 120 VAC, 60Hz and an output voltage of 9 VDC at 800mA.
- 20. This product requires AC power in order to operate. In order to have phone service during a power outage, have another telephone available that is powered only by the telephone line.**
- 21. Keep all product cords and cables away from operating machinery.**

**SAVE THESE INSTRUCTIONS**

## IMPORTANT SAFETY INSTRUCTIONS

 **CAUTION: To reduce the risk of fire or injury to persons, read and follow these instructions.**

1. Use only the battery pack supplied with this product.
2. Do not dispose of battery pack in a fire. The cells may explode. Check with local codes for possible disposal instructions.
3. Do not open or mutilate battery pack. Released electrolyte is corrosive and may cause damage to eyes or skin and may be toxic if swallowed.
4. Exercise care in handling the battery pack in order not to "short" the battery contacts with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.
5. Charge the battery pack in accordance with instructions supplied with this unit.
6. Observe proper orientation between battery pack and charger contacts.

## SAVE THESE INSTRUCTIONS

## STEP 1

### SETUP

Connect the CA10 Amplifier to your telephone using the illustrations on page ii.

G

Unplug the telephone handset from the jack on your telephone base and insert into the Handset Jack **26** on the underside of the CA10 Base Unit.

Using the Short Cord **28** provided, plug one end into the CA10 Telephone Jack **27** and the other end into your telephone's handset jack.

Now connect the AC Adapter **25** to the AC Adapter Jack **24** and into a wall outlet. The Power LED **13** will light after connected, but the In-Use Indicator Light **14** will remain off.

**Make sure you remove the shipping battery insulator pull tab located between the Remote Unit and the Battery Pack.** Attach the Remote Unit to the Battery Pack. The Remote and Battery Pack slip together easily and gently snap in place. Do not force.

A

Connect your headset to the Remote Unit Headset Jack **3**. Press the Headset Cable into the Retainer **6**. *If you are using a headset whose cable terminates in a Quick Disconnect™ (QD) module, you will need the QD to 2.5mm Headset Adapter Cable **11** (P/N 43446-02).*

B

Firmly slide the Remote Unit and Battery Pack into the Charging Well **19** until the Charge Indicator **15** lights.

C



**Note:** Remote Unit must remain in the Base for 5 seconds to establish a communications link before the system can function. Prior to first use, the Battery must charge for 8 hours before the Remote will operate away from the Base.

You may, however, use the Remote while it is in the Charging Well. (Note: May increase charging time.) The Charge LED will turn off after the Battery is fully charged.

**You are now ready to make or receive calls.**

## STEP 2

# PLACING A CALL

With your headset in position, place the handset off-hook.

Press the Talk Button on either the Remote **2** or the Base Unit **18**. The In-Use Indicator Lights **1** **14** on the Remote and Base Unit will light and you will hear a dial tone.

If you do not hear a dial tone, move the Configuration Switch **21** to the opposite setting (A or B). If you still do not hear a dial tone, see **Troubleshooting** on page 12.

Dial a co-worker. When your party answers, speak normally.

If you do not sound loud enough, move the Transmit Level Switch **20** to position 1 or 2. If you sound too loud, move the Transmit Level Switch to position 2 or 3. You can further fine tune the transmit level with the Talk Volume Control **16**.

Adjust the volume of your co-worker's voice by using the Listen Volume Control **10**.

Replace the handset upon completion of the call and press the Talk Button on either the Remote **2** or the Base Unit **18**. The In-Use Indicator Lights **1** **14** will go out.

G

E

F

E

## STEP 3

# RECEIVING A CALL

With your headset in position, when your telephone notifies you of an incoming call, place the handset off-hook.



Press the Talk Button on either the Remote **2** or the Base Unit **18**. The In Use Indicator Lights **1** **14** will go on. Begin speaking.



Replace the handset upon completion of the call and press the Talk Button on either the Remote **2** or the Base Unit **18**. The In-Use Indicator Lights **1** **14** will go out.



## STEP 4

# PAGE FUNCTION

If someone at the Base Unit needs to summon you, pressing the Page Button **17** momentarily causes the Remote to emit two long, loud beeps.



If you have misplaced the Remote, press the Page Button **17** for 3 seconds and the Remote will emit a steady alert. Press the Talk Button **2** once you have located the Remote.

## AUDIO VISUAL PROMPTS

### VISUAL

#### REMOTE

**Talk (In-Use)** — Green LED. On only when Remote or Base Unit TALK button is activated. Flashes in time with telephone ringer when optional Handset Lifter (see **Accessories**) is used.

**Mute** — Red LED. On only when transmit audio is “muted.”

#### BASE

**Power** — Red LED. On whenever power is applied to the Base via the AC Power Adapter.

**Talk (In-Use)** — See above.

**Charge** — Amber LED. Flashes for 2 seconds while verifying contact when Remote is placed in Base Unit Charging Well. Remains steady while charging, off when battery is fully charged.

### AUDIO

**Low Battery** — Two (2) beeps generated at 30 second intervals whenever power is low, heard only through the headset in TALK mode.

**Out-of-Range** — Three (3) beeps generated whenever the Remote is taken out-of-range of the Base, heard only in TALK mode through the headset.

**Linked** — One (1) beep heard through the headset whenever the Base or Remote Unit TALK button is activated.

**Ringer Tone Alert** — (Can be activated when using optional Handset Lifter)

Tone emitted by Remote timed with telephone ringer; can be disabled using Ringer Switch on Remote. (Note: Disabling the audible ringer does not disable the Page Function or the ringing heard through the headset.)

## TROUBLESHOOTING

### I CANNOT HEAR A DIAL TONE

Make sure your Remote Battery Pack is securely seated in the Charging Well and/or fully charged. The Battery Pack must charge for **8 hours** prior to first use.

C

Check that all cords are correctly connected and firmly in place. Pay special attention that Handset and Telephone cords are properly connected.

G

Adjust the Listen Volume Control **10**.

Make sure the Remote Unit is within range of the Base Unit.

Make sure the handset is off-hook.

Separate and then reconnect the Battery Pack and Remote Unit.

A

Return the Remote to the Base Unit charger for 5 seconds to re-establish a communication link.

C

### MY REMOTE STOPPED WORKING

Separate and then reconnect the Battery pack and Remote Unit.

A

Remove and replace the AC power cord from the Base Unit.

Return the Remote Unit to the Charging Well for 5 seconds to re-establish a communication link.

C

### CALLER CANNOT HEAR MY VOICE

Make sure the Mute **9** Button is off.

Make sure Transmit Level Switch **20** is in position 1 or 2.

Adjust the Talk Volume Control **16**.

Adjust headset so the voice boom is closer to your mouth.

### I HEAR A BUZZ OR HUM

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Move the Configuration Switch **(21)** to the opposite setting (A or B).

Try locating your Base Unit in different positions and make sure no objects obstruct the Remote or Base Unit.

Locate the Remote and Base Units away from electronic equipment or other radio-frequency devices.

### I CAN HEAR OTHER CORDLESS DEVICE USERS

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Press the Channel Button **(5)** until you get a clear signal.

Ensure Manual Channel **(22)** Settings are "0/0".

If others are using a CA10 Amplifier in your immediate vicinity, call Plantronics for instructions on adjusting the channel control settings.

### I NEED MORE TALK TIME

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A second Battery Pack may be held in the Charging Well while the Remote Unit is in use. This provides an immediate source of additional talk time. Extra packs are listed under **Supplies and Accessories**.

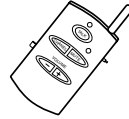
### PLANTRONICS HELP DESK

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The Plantronics Help Desk is ready to assist you!  
Dial 1-800-544-4660 Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific Standard Time or visit our website at [www.plantronics.com](http://www.plantronics.com).

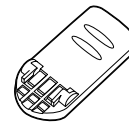
## SUPPLIES AND ACCESSORIES

### Remote (P/N 46366-01)



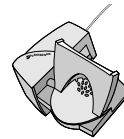
### Battery Pack (P/N 46365-01)

Extend talk time by having a second Battery charged and ready.



### Lifter (P/N 60961-01)

Rings the Remote Unit for incoming calls and automatically places handset off-hook when you press "TALK". For use with phones which provide dial tone when Handset is lifted.



### Neck Strap (P/N 42157-01)

Allows Remote to be worn around your neck.

### On Line Indicator [OLI] (P/N 46656-01)

Alerts co-workers that you are on the phone. Plugs into the Accessory/Lifter jack.



## INFORMATION ON SUPPLIES AND ACCESSORIES

Call Plantronics at 1-800-544-4660 or visit our website at [www.plantronics.com](http://www.plantronics.com). See also Diagram Key for additional part numbers.



## FCC REGISTRATION INFORMATION

### FCC REQUIREMENTS—PART 15

NOTE: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the radio or television off and on, the user is encouraged to try to correct interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on another circuit.
4. Consult the dealer or an experienced radio/TV technician for help.

### FCC REQUIREMENTS—PART 68

This equipment complies with Part 68 of the FCC rules. On the baseline underside is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The telephone company may make changes in its facilities, equipment, operation or procedures that could affect the operation of the equipment. If this happens, the telephone company should provide you advance notice in order for you to make the necessary modifications to maintain uninterrupted services.

If you experience problems with your headset, please refer to the warranty section for information on warranty and repair service. If the problem is causing harm to the telephone network, the telephone company may request that you remove the equipment until the problem is resolved. In extreme cases, the telephone company may be forced to disconnect your service before notifying you of the problem.

## WARRANTY AND SERVICE

The following warranty and service information applies only to the U.S. and Canada. For information in other countries, please contact your local distributor.

### *Limited Warranty*

Plantronics, Inc. ("Plantronics") warrants to the original consumer purchaser that, except for limitations and exclusions set forth below, this product shall be free from defects in materials and workmanship for a period of one (1) year from the date of original retail purchase ("Warranty Period"). The obligation of Plantronics under this warranty shall be limited to repair or replacement, at Plantronics' option, without charge, of any part or unit that proves to be defective in material or workmanship during the Warranty Period.

### *Exclusions From Warranty*

This Warranty applies only to defects in factory materials and factory workmanship. Any condition caused by accident, abuse, misuse or improper operation, violation of instructions furnished by Plantronics, destruction or alteration, improper electrical voltages or currents, or repair or maintenance attempted by anyone other than Plantronics or an authorized service center, is not a defect covered by this Warranty. In such cases, Plantronics may charge you for materials and labor, even during the warranty period. Parts subject to wear and tear in normal usage are not covered by the Warranty.

### *Implied Warranties*

Under state law, you may be entitled to the benefit of certain implied warranties. THESE IMPLIED WARRANTIES WILL CONTINUE IN FORCE ONLY DURING THE WARRANTY PERIOD. Some states do allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

### *Incidental or Consequential Damages*

NEITHER PLANTRONICS NOR YOUR RETAIL DEALER OR SELLING DISTRIBUTORS HAS ANY RESPONSIBILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION, COMMERCIAL LOSS OR PROFIT, OR FOR ANY INCIDENTAL EXPENSES, EXPENSES, LOSS OF TIME, OR INCONVENIENCE. Some states do not allow exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you.

### *Other Legal Rights*

This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.